U.S. Department of Labor
Digital Government Strategy (DGS) Milestone #7.2 – **Optimizing Service for Mobile Use**

Introduction

This document summarizes the U.S. Department of Labor's (DOL) overall status and approach for implementing DGS Milestone #7.2, *Optimizing Service for Mobile Use*, which requires federal agencies to: (1) optimize at least two existing priority customer-facing services for mobile use and (2) publish a plan for improving additional existing services - making them responsive to mobile devices.

Background

On May 23, 2012, the Federal Chief Information Officer (CIO) initiated the DGS entitled *Building a 21st Century Platform to Better Serve the American People*.   The primary goal of the DGS is to leverage digital technology and information to better manage and improve the delivery of digital services across the Federal Government. The DGS describes ten agency milestones that are to be implemented within 12 months of the release of the strategy document.

To ensure the successful implementation of the DGS milestones, the DOL Office of the Chief Information Officer (OCIO) and Office of Public Affairs (OPA) are leading and working collaboratively in implementing the Department's DGS and complying with OMB's DGS milestone requirements.

The scope of DOL's digital services include: open data and content on DOL's Internet and Intranet websites, social media sites, public DOL communications, public API, public mobile app services, as well as digital services associated with internal DOL IT systems and services. OPA is responsible for overseeing and managing the Department's digital services and data management activities including the Department's Internet and Intranet websites, social media sites, public DOL communications content, public Application Programming Interfaces (APIs), as well as public mobile application (app) development activities and mobile app services. The OCIO is responsible for overseeing and managing the Department's digital services and data management activities associated with the internal agency IT investments.

In August 2012, as required by DGS Milestone #7.1, DOL engaged with its customers, via Twitter and Facebook, to identify at least two existing priority customer-facing services to optimize for mobile use. Based on customer responses and feedback, DOL identified the following two existing customer facing systems to optimize:

1. **System Name**: Public Developer Portal
   System Description: Developer site found at http://developer.dol.gov that gives developers access to resources to make access to DOL data easy.
   System Scope: External
   Main Customer: Public

2. **System Name**: www.bls.gov website (selected content: www.bls.gov/mobile)
   System Scope: External
   Main Customer: Public

Overall Status

Based on OMBs DGS guidance and reporting instructions, DOL's status for this milestone is: **Complete as of May 15, 2013**. It is important to note that activities associated with this milestone will be ongoing to ensure the two customer-facing services identified above are optimized for mobile use. DOL's plan for improving additional existing services - making them responsive to mobile devices is described in the approach section below.

Approach

DOL's overall approach for optimizing the DOL developer portal (http://developer.dol.gov) and BLS mobile site at www.bls.gov/mobile is based upon the successful implementation of the Drupal open source Content Management Solution (CMS) for these sites. The Drupal CMS was operational on the developer.dol.gov site before close of business May 15, 2013 and the BLS mobile site by the end of April 2013.

The focus of DOL's effort in optimizing web properties for mobile devices on the deployment of the Drupal CMS reflects our long-term approach to this challenge. While the CMS is not capable of making web content mobile-ready right out of the box, this approach allows us to skip interim solutions that would have to be replaced down the line. Taking this approach also gives DOL the efficiencies it has long needed from a CMS. As such, the additional work detailed below is based on our gradual rollout of a CMS for www.dol.gov.

As per OMB instructions for this DGS milestone, the table below identifies the DOL digital web services that are currently planned to be optimized for mobile use. The identified services were prioritized based on customer responses and feedback that DOL received as a result of DGS Milestone #7.1 and based on opportunities that DOL has identified over time. Planned optimization dates shown (in the last column of the table) are tentative and are subject to change based on changing DOL priorities and/or digital service requirements.

No.	Service Name	Service Description	Scope	Main Customers	Primary UII	Link
1.	Public Developer Portal	Developer site found at http://developer.dol.gov that gives developers access to resources to make access to DOL data easy.	External	Public	N/A	developer.dol.gov Optimized by: May 15, 2013
2.	BLS.gov home page	bls.gov is the public facing website for the Bureau of Labor Statistics	External	Public	N/A	www.bls.gov Optimized by: April 30, 2013
3.	Content on the DOL.gov website	DOL.gov is the public facing website for the Department	External	Public	N/A	www.dol.gov Beginning end of December, 2013
3a.	State Minimum Wage Laws		External	Public	N/A	Optimized by: early 2014
3b.	COBRA Continuation Coverage		External	Public	N/A	Optimized by: early 2014
3c.	Compliance Assistance: Family and Medical Leave Act (FMLA)		External	Public	N/A	Optimized by: early 2014
3d.	Bureau of International Labor Affairs Web site	ILAB leads DOL's efforts to ensure that workers around the world are treated fairly and are able to share in the benefits of the global economy.	External	Public	N/A	Optimized by: January 2014
4.	Current Population Survey (CPS)		External	Public	N/A	Optimized by: 2014

Next Steps

Once DOL successfully optimizes the digital web services identified in the table above, DOL plans to identify additional services that will be optimized as part of the CMS rollout in the succeeding months. As necessary, DOL will provide updates to these optimization activities, in time and as applicable.